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LEGISLATIVE ASSEMBLY
PROVINCE OF ALBERTA

Office of the Ombudsman

June 7, 1990

The Honourable David J. Carter
Speaker of the Legislative Assembly
325 Legislature Building
Edmonton, Alberta
T5K 2B6

Mr. Speaker:

In accordance with the provisions of Section 27(1) of the **Ombudsman Act**, I have the pleasure of submitting to you and through you, to the Legislative Assembly, the Twenty-third Annual Report. This report covers the activities of the Office of the Ombudsman for the calendar year 1989.

Respectfully,

Harley Johnson
Ombudsman

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From the Ombudsman Act
Chapter 0-7 RSA 1980

2(1) There shall be appointed, as an officer of the Legislature, a commissioner for investigations to be called the Ombudsman.

27(1) The Ombudsman shall in each year make a report to the Legislature on the exercise of his functions under this Act.

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1

REMARKS OF THE OMBUDSMAN

I am pleased to submit the Twenty-third Annual Report to the Legislative Assembly of Alberta. This is my first report of this nature since being honoured by my selection and subsequent appointment as the fifth Ombudsman for the Province of Alberta.

Since I have only taken office on February 1, 1990, and the report I am submitting covers the time period January 1, 1989, to December 31, 1989, the statistical data and the analysis of that data covers the tenure of my predecessor, Mr. Aleck Trawick (until September 15, 1989), and Mr. Ed Chetner who capably filled the role of Acting Ombudsman until my taking office. It is always a pleasure to discover that the capabilities inherent in one's staff are equal to any challenge and the entire staff pulled together to ensure that the continuity of investigations was maintained and done in a very competent fashion.

In reflecting on the role and duties assigned by legislation to the Ombudsman, the potential for improving access by members of the public to the workings of government is phenomenal. By virtue of the **Ombudsman Act,** the Ombudsman has a duty to investigate any decision or recommendation made which affects someone and is a matter of administration. In a recent Supreme Court decision (British Columbia Development Corporation v. Friedmann, 1984), Chief Justice Dickson, in defining administration, stated that it encompasses ". . . everything done by governmental authorities in the implementation of government policies . . . only the activities of the legislature and the courts are excluded from the Ombudsman's scrutiny."

The investigative role is onerous, yet the Ombudsman can only recommend changes where required or remedies that are deemed to be appropriate. On the surface this might appear to diminish the effect an Ombudsman might have, but such is not the case. In reviewing the reports of the investigations conducted during 1989, very few recommendations made to government have not been acted upon in one fashion or another. This reflects strongly on the confidence the different departments and agencies of government have in the Office of the Ombudsman. Secondly, it clearly demonstrates that departments and agencies are willing to implement positive changes or to make the necessary corrections in their quest to better serve the public.

Overall, the number of complaints for 1989 is lower than 1988. In attempting to analyze the causation, two factors become clear. One was the completion of the Principal Report where a total of 238 complaints were investigated and closed. Second was the transitional time frame between the outgoing Ombudsman and my appointment. While the Office ran smoothly, the number of complaints dropped significantly during that period. In reviewing the geographic location of complaints, some shifting took place, but no significance could be attached to this.

As previously mentioned, the **Special Report: The Role of the Provincial Government in the Regulation of the Principal Group of Companies** was completed. The investigation was complex and time consuming. The report contained numerous recommendations which supported the need for improving regulatory control for investors within the Province of Alberta. The recommendations were consistent and compatible with the recommendations emanating from the **Code Inquiry.**

An Own Motion Investigation was conducted into the issues surrounding the repatriation of native children. This investigation discovered several inconsistencies in the application of established policies and confusion within those guidelines which led to the reduction of quality care for native children in foster care situations.

Recommendations have been given to the appropriate Department and a review of those recommendations is taking place. An investigation was conducted into the lack of health care for refugee claimants within the Province. Recommendations were submitted to the appropriate department and a change in legislation resulted in health care being extended to cover

claimants who arrived in Alberta before January 1, 1989.

A number of issues will be forthcoming during 1990. In the 1988 Annual Report, Aleck Trawick recommended an inclusion of 'Whistle Blower' legislation. As I become more familiar with the individual files, I support the concept of complainant protection. Preliminary discussions have taken place with the Chairman of the Standing Committee on Legislative Offices about this issue, as well as the concern that contracted companies, even though implementing government policies, appear to be outside the jurisdiction of the Ombudsman. Changes in the **Mental Health Act** and the **School Act** will impact on our operation as people become more familiar with the Acts, but the potential extent of that impact is still to be assessed.

n determining the priorities of the office, I have established four significant directions I feel are the most appropriate:

1. Educational - While awareness is improving, many Albertans do not know what the role of the Ombudsman really is. To this end I plan to address many groups on the Office of the Ombudsman and to hold "forums" in as many areas of the province as is possible. Specifically, every electoral riding in the province will have an open forum during my term of office.

2. Investigative - I will continue to upgrade the quality and analytical investigative skills within the staff. I plan to ensure my investigators answer the question -- "In addition to being correct, is the solution 'right'?"

3. Management - There is a need to become automated. The administrative era of hard copy, hand-delivered files, and paper flow within an office structure is changing and we will be changing with the times. The implementation of an effective system has begun with full operation programmed for the end of 1990. This will mean a significant educational upgrade being required for all staff members.

4. Facilitative - I plan to increase, wherever possible, the concept of informal resolution of complaints. In so doing, I am anticipating a reduction in the overall time to complete an investigation. I plan to be adversarial in complaint resolution only as a last resort.

n concluding my remarks for this my first report, I can reiterate that I am pleased to receive the appointment to the position of Ombudsman for the Province of Alberta. I am also extremely pleased by the assistance and support given to me by all areas of the provincial government, be they elected or appointed officials. The swearing-in ceremonies conducted by the Speaker of the Legislative Assembly will always stand out as a personal highlight. The guidance, direction, and assistance given by the Standing Committee on Legislative Offices has been outstanding and is very much appreciated.

I guarantee that every effort possible will be made to ensure the trust and confidence in the Office is well placed.

3

OFFICE OF THE OMBUDSMAN

HISTORY OF THE OMBUDSMAN'S OFFICE

Alberta has the proud distinction of having established, in 1967, the first official Office of the Ombudsman in North America. Historical counterparts to the Ombudsman, however, extend back to the Roman era in 200 B.C.; the Han Dynasty of China (202 B.C. to A.D. 221) with its elaborately developed administrative control system referred to as The Control Yuan; the Islamic Legal System in 634 A.D.; the reign of the second Caliph Omar (A.D. 634 to 644) in Arabia; and medieval Europe where the Christian Church often served as an Intercessor between subject and feudal lord. The duties of these early Ombudsman-like officials basically involved supervising and controlling the administration to ensure the wishes of the governing body were being carried out. Complaints of citizens were solicited but with the intent of controlling the administration, not with a view to assisting an individual experiencing administrative injustices.

It was not until the early 18th century that more direct organizational antecedents of the current-day Ombudsman appeared. In 1722, Peter the Great appointed a Procurator General for the Russian empire. This "eye of the Czar" was responsible for both the enforcement of laws and the protection against excessive administrative actions. In 1713, Charles IX appointed an "Ombudsman" for his Swedish kingdom to act as a legal safeguard against over-zealous state administrators. However, it was the adoption of Sweden's Constitution in 1809 which created a Justitieombudsman (Ombudsman for Justice). This established the modern model for the Office of the Ombudsman.

In 1917, Finland established an Ombudsman Office fashioned after the Swedish model. Denmark's new constitution of 1953 similarly contained provisions for the election of an Ombudsman. In 1962, New Zealand became the first English speaking, common law country to successfully embrace the Ombudsman concept. Once New Zealand had adopted and implemented an Ombudsman office, in a non-Scandinavian country, the idea spread rapidly throughout the world.

In the course of the 19th and early 20th century, the investigative focus of the Ombudsman gradually began shifting away from scrutiny of maladministration on behalf of the government toward scrutiny of maladministration on behalf of individual citizens. The Ombudsman began investigating incidents of unfair treatment of individuals resulting from government policies and procedures. These cases were reported to the proper authority for corrective action. This practice of monitoring government actions with an emphasis on the aggrieved individual has become the standard.

Popularity of this relatively new phenomenon has grown in direct response to the ever increasing size and complexity of bureaucratic structures. The development of megagovernment structures combined with innovative technology creates problems for not only the users of such systems, but the operation of the system itself. Efficiency becomes the driving priority. Friendly personal service seems to diminish as the size of the system increases. This dehumanizing perception is particularly blatant when a system user is required to interact with a computer.

Efficiency and growth also present problems for the bureaucratic system in terms of vulnerability to administrative errors. The traditional means of self regulation become more difficult. Information to, and response by the appropriate level may not occur. Thus, unaddressed needs exist on the part of the system and the system users. The role of the Ombudsman, in these situations, is critical in bridging unfilled gaps and drawing attention to procedures in need of correction. The Ombudsman serves as a connecting link between individuals and the government. His duty is to not only actively promote justice but to balance the scales of justice, and justice, as defined by St. Thomas Aquinas is, ". . . a constant and perpetual will to yield to each one his right."

In 1965, the Government of Alberta was convinced of the need to establish a tribunal to assist people dissatisfied with the decisions or actions of departments and agencies of the government. In studying the issue, an independent committee,

under the chairmanship of Mr. Carleton W. Clement, Q.C., identified a legitimate need to appoint a provincially legislated Commissioner. The Committee recommended this service be provided through the creation of an Office of the Ombudsman. The Legislative Assembly agreed and appointed the first Ombudsman for Alberta in 1967. While Alberta was the forerunner, every other province in Canada, with the exception of Prince Edward Island, has since followed Alberta's lead. Canada, as a result of Alberta's appointment of an Ombudsman, became the fourth Commonwealth country after New Zealand, Guyana and the United Kingdom to establish an Ombudsman's Office.

MANDATE OF THE OMBUDSMAN

The Ombudsman of Alberta is empowered by the Legislative Assembly with the authority to investigate complaints against departments, boards and agencies of the provincial government. This broad scope of authority has few limitations. Exempt from the Ombudsman's jurisdiction are the actions and decisions of the courts, the Legislature, and government lawyers acting as solicitors for the Crown. Under the new **Mental Health Act**, the Ombudsman no longer retains jurisdiction over the psychiatric hospitals, nor was he granted authority to investigate the actions of the Mental Health Patient Advocate. However, the same legislation has significantly expanded the Ombudsman's authority to investigate the decisions of the mental health review panels.

FUNCTION OF THE OMBUDSMAN

The primary purpose of the Ombudsman lies in providing impartial investigations on behalf of citizens who feel they have suffered an injustice through the actions of departments, agencies or officials in the Government of Alberta. Presiding over a case clarifying the jurisdiction of the Ombudsman, Alberta Chief Justice J.V.H. Milvain stated that, ". . . the basic purpose of an Ombudsman is provision of a 'watch dog' designed to look into the entire workings of administrative law." He further observed that, ". . . the Ombudsman can bring the lamp of scrutiny to otherwise dark places, even over the resistance of those who would draw the blinds."

On a daily basis, thousands of government employees make decisions affecting the lives of Albertans. In commenting on the many ways in which the actions of citizens are influenced by government, George B. McClellan, Alberta's first Ombudsman, stated, "There is hardly any field of business, manual labour, or other occupation in which the average person finds himself engaged, where he is not subject to numerous forms of government controls."

The majority of the actions and decisions of government officials are just and reasonable, however errors do occur. With the great proliferation of bureaucracies to administer government programs, a certain number of mistakes inevitably occur. It is the duty and function of the Ombudsman to identify, address and recommend those mistakes be rectified. Ombudsman investigations into complaints may not only obtain redress for an injustice or a grievance, but an Ombudsman investigation can also serve to exonerate and vindicate government agencies and civil servants from unjustified accusations.

The ability of the Ombudsman to focus, without delay, on administrative processes not functioning as intended, is invaluable. The Office of the Ombudsman is independent of government bureaucracy, but at the same time the Ombudsman is given extensive powers requiring disclosure and access to all government information. For example, government employees, who in the Ombudsman's opinion, are able to provide information relating to the matter being investigated, are required to furnish such information and produce any documents which may aid the Ombudsman in his investigation. The Ombudsman is empowered to enforce compulsory compliance to obtain the necessary information, however, such steps are rarely necessary. The broad sweeping legislated authority is unique to

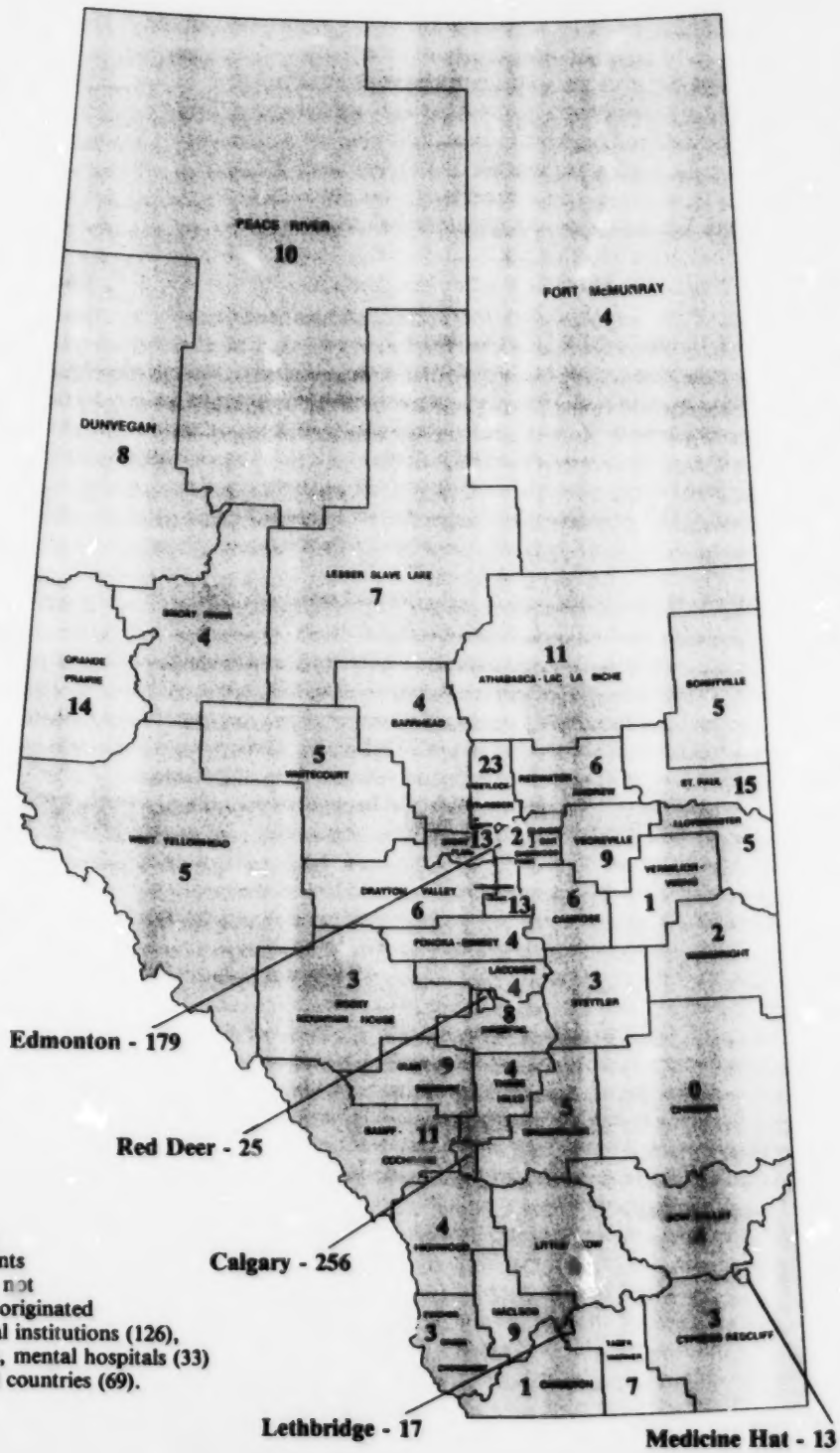
the Ombudsman but equally vital in conducting an impartial investigation based on all the facts. To ensure fair and equitable justice occurs, the Ombudsman must be granted these powers.

It was Socrates, a man who professed not to be wise but to seek wisdom, who said, "Four things belong to a judge: to hear courteously, to answer wisely, to consider soberly, and to decide impartially." This is an excellent description of an Ombudsman.

Investigating complaints of bureaucratic wrongdoings is provided at no cost to the individual requesting service. The Ombudsman has an able staff composed of 11 investigators and 8 support staff. Offices are located in both Edmonton and Calgary. People living elsewhere in the province can easily access the Office, toll-free, through a R.I.T.E. operator or a Zenith number. All investigations are conducted in a confidential manner -- a requirement of the **Ombudsman Act.**

high priority is placed on being accessible to the people of Alberta. To fulfill this commitment, the Ombudsman, accompanied by his investigators, undertakes regular visits into rural areas. The purpose of these trips is to increase the awareness of the Ombudsman's Office and offer the Ombudsman's services locally. All investigative staff travel throughout the province dealing with investigations and meeting with complainants.

GEOGRAPHICAL LOCATION OF COMPLAINTS



PROVINCIAL ELECTORAL DIVISIONS

The figures on the map refer to written complaints received in 1989 and do not include complaints that originated in provincial correctional institutions (126), federal penitentiaries (6), mental hospitals (33) and other provinces and countries (69).

OPERATIONAL STATISTICS

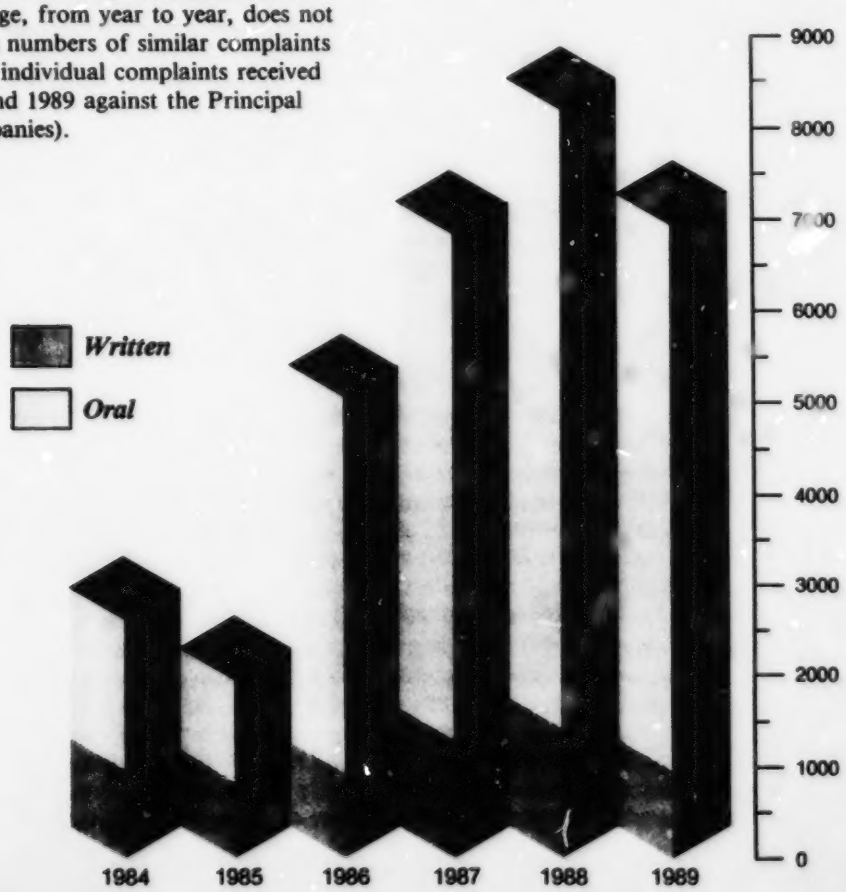
TYPES OF COMPLAINTS

Year	*Written*	*Oral*	*Total*
1984	986	1600	2586
1985	817	1104	1921
1986	915	4171	5086
1987	1219	5585	6804
1988	1411	6797	8208
1989	988	5958	6946

The number of overall complaints received during 1989 decreased by 16%. Taking into account the fact that between 1985 and 1988 the growth in the number of complaints exceeded 300%, it is not surprising, nor alarming, that such a phenomenal rate did not continue. A similar situation occurred in 1980 registering a drop of 12% in the number of complaints lodged with the Office, only to increase by 21% in 1981. (The calculation of percentage change, from year to year, does not include multiple numbers of similar complaints such as the 238 individual complaints received between 1987 and 1989 against the Principal Group of Companies).

A second factor which may have influenced the number of complaints received is related to the resignation of the previous Ombudsman, Mr. Aleck Trawick. The public may have erroneously perceived that because there was a four month hiatus before the position was filled, the Office was not functioning. This perception, while not true, may have deterred some potential complainants, contributing to a decrease in the number of complaints received by the Office.

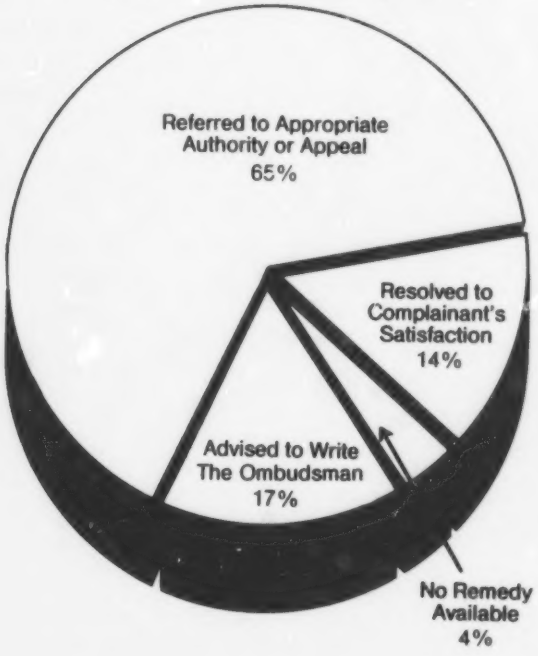
While the total number of complaints may have declined slightly during 1989, the fact remains that since the inception of this Office, the number of complaints has followed a steady upward path with only the occasional year recording a total less than the previous year.



Handling of Oral Complaints

Jurisdictional	
Referred to Appropriate Authority or Appeal	1483
Resolved to Complainant's Satisfaction	313
No Remedy Available	94
Advised to Write the Ombudsman	407
Non-Jurisdictional	
Referred or Assistance Provided	3661

Oral Jurisdictional Complaints


Referred to Appropriate Authority or Appeal 65%
Resolved to Complainant's Satisfaction 14%
Advised to Write The Ombudsman 17%
No Remedy Available 4%

The administration of so many services and controls under the vast bureaucratic machinery of the provincial government inevitably intersects, at every turn, with the lives and affairs of the average citizens of Alberta causing many grievances and complaints.

The fact that a complaint is brought to the attention of the Ombudsman does not always indicate a mistake has been made by a civil servant. Often it is the confusion directly attributable to problems of service delivery within elaborate and complex bureaucratic structures that create problems for people. They do not know who or what department to contact with a specific problem. People complain of spending endless time shuttling from department to department or from one telephone number to another. In these instances, the Office of the Ombudsman serves as a liaison by conveying correct information or referring people to the appropriate person, department, or other complaint mechanism.

In 1989, two out of every three incoming calls were requests for information or assistance with matters outside the jurisdiction of the Ombudsman. Complaints regarding non-jurisdictional matters have to do with the actions of federal government departments, the courts, the police, private legal practitioners or civil administrators. In response to these non-jurisdictional complaints, the investigator handling the call will listen, examine and determine the current status of the complaint. Once the facts have been assessed, the investigator will direct the person to the appropriate complaint institute or complaint mechanism.

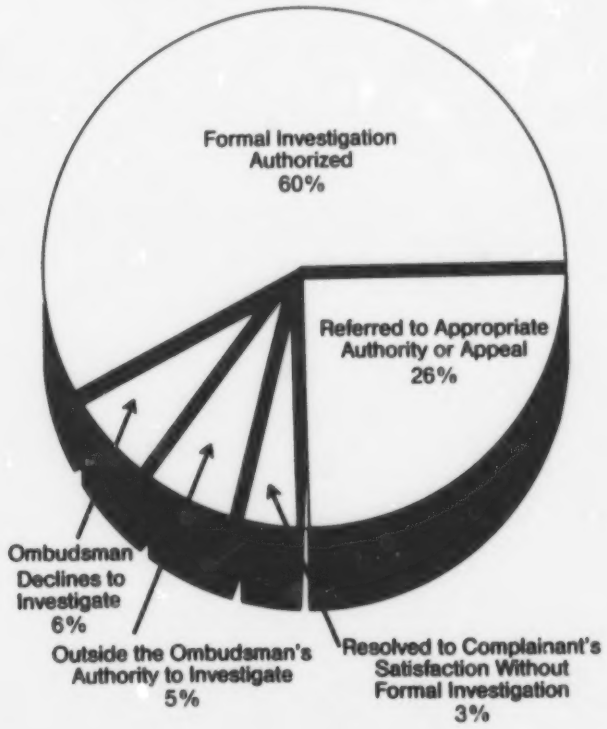
One out of every three calls received in 1989 was related to matters within the scope of the Ombudsman's jurisdiction. In addressing allegations of bureaucratic wrongdoing, the Office of the Ombudsman is established to serve as a complaint mechanism of last resort. This means the Ombudsman cannot intervene until all avenues of appeal have been exhausted by any complainant. For instance, many government departments, boards, and agencies such as Workers' Compensation Board, Family and Social Services, Treasury Branches and the correctional institutes have specific in-house methods of appeal designed to resolve complaints. These various complaint mechanisms are endorsed through legislation, regulation or policy to maintain internal systems within their particular government body. Callers who have exhausted available avenues of appeal and remain dissatisfied with the outcome are encouraged to write to the Ombudsman.

Handling of Written Complaints

Jurisdictional	
Referred to Appropriate Authority or Appeal	218
Resolved to Complainant's Satisfaction Without Formal Investigation	27
Outside the Ombudsman's Authority to Investigate	39
Ombudsman Declines to Investigate	45
Formal Investigation Authorized	497
Action Pending	04
Non-Jurisdictional	
Referred or Assistance Provided	158

Five out of six written letters of complaint, received in 1989, contain allegations against government actions that fall within the jurisdiction of the Office of the Ombudsman. This ratio remains relatively consistent from year to year. While only 15% of written complaints are non-jurisdictional, 66% of the oral complaints are non-jurisdictional. This inverse ratio may simply be explained by the tendency of people to telephone prior to initiating inquiries by letter. It may also be indicative of the public need, arising from bureaucratic confusion, for more accurate information about complaint mechanisms of all types.

Written Jurisdictional Complaints


Formal Investigation Authorized 60%
Referred to Appropriate Authority or Appeal 26%
Ombudsman Declines to Investigate 6%
Outside the Ombudsman's Authority to Investigate 5%
Resolved to Complainant's Satisfaction Without Formal Investigation 3%

ACTION TAKEN ON JURISDICTIONAL FILES CLOSED IN 1989

Files Carried Over From Previous Years		**453***
Files Opened in 1989		**830**
Investigated		**758**
Subsequently Discontinued	83	
Complaint Supported	273	
Complaint Not Supported	402	
Not Investigated		**329**
Resolved Informally	27	
No Authority to Investigate	39	
Other Remedy or Appeal Available	218	
Declined on Discretionary Grounds	45	
Files Closed in 1989		**1087**
Files Carried Over to 1990		**196**

**The investigation into the collapse of the Principal Group of Companies accounts for 219 investigations being carried over from 1988 into 1989. An additional 19 complaints against the Principal Group of Companies were received during 1989 for a total of 238 complaints. The report, outlining the results of the investigation, was released in August of 1989.*

While most of these terms are self explanatory, it is important to understand the meaning of four of these terms.

Subsequently Discontinued. Formal investigations, once commenced may be discontinued by either the complainant or the Ombudsman. Such action is usually the consequence of either learning that a department, on being notified of a complaint, has taken immediate steps to resolve it, or on receipt of information indicating further investigation is unnecessary.

Complaint Not Supported. This means that no administrative or procedural error on the part of the department or agency has been found. The fact that the department or agency acted appropriately, and why, is explained in each case to the complainant. Very often, such detailed attention and explanation satisfies the complainant and is a very important function of the Office.

Other Remedy or Appeal Available. This means that there exists a specific appeal of the decision or action complained of which could grant immediate relief to the complainant. In each such case, the nature of the appeal was explained to the complainant, in writing, at the time the investigation was declined. The complainant was also advised that if he or she remained dissatisfied as a result of the appeal, a letter of complaint should be sent to the Ombudsman.

Declined on Discretionary Grounds. Complaints declined on discretionary grounds are those which, under section 14(2) of the **Ombudsman Act**, the Ombudsman refuses to investigate because the matter complained of has been known to the complainant for more than twelve months; the subject matter of the complaint is trivial; the complaint is frivolous or vexatious or is not made in good faith; or, the complainant does not have a sufficient personal interest in the subject matter of the complaint.

Although the total number of files opened in 1989 was considerably less than in 1988, the number of jurisdictional complaints investigated during 1989 remained relatively consistent with the total investigated during 1988. In 1989, 520 complaints resulted in an investigation. Similar figures for 1988 reveal that 566 complaints were investigated. (These comparisons do not include the complaints against the collapse of the Principal Group of companies).

The number of complaint files opened but not resulting in a full scale investigation was significantly less in 1989 than in 1988. Precisely, of the 830 files opened in 1989, 329 files did not result in an investigation. The figure for 1988 was 424. This means that approximately 25% more of the complainants had exercised available complaint mechanisms, such as appeals, prior to contacting the Office of the Ombudsman about a complaint.

Unsupported complaints (the complaints for which no government administrative error is found) greatly outnumber the supported complaints (the complaints in which a government administrative error did occur) by a ratio of 3 to 1. In other words, in 1989 for every complaint for which an administrative error occurred, there were 3 complaints for which there was no government error identified. Evidence of government maladministration is not overwhelming, but the statistics indicate the ongoing need to scrutinize the administrative activities on behalf of the citizens served.

The number of files closed in 1989 totalled 1087 including the 238 complaints against the collapse of the Principal Group of companies. This figure is down significantly from 1988, the difference being attributable to a number of factors: (1) the number of files opened in 1989 had declined from 1988, (2) the production of the report into the collapse of the Principal Group of Companies, released in August of 1989, demanded the resources of a number of the Office staff, (3) the Office was without an Ombudsman for four months during 1989, and (4) three of the investigators were on an extended leave of absence.

LENGTH OF TIME TO RESOLVE COMPLAINTS

The principles governing the investigation of a complaint are twofold: (1) a comprehensive examination of all the pertinent factors occur, and (2) the outcome of each investigation is reached in a fair and impartial manner. Prior to 1987 these objectives were usually attainable within 90 days of initiating an investigation. This time factor, while important, can no longer be consistently achieved without compromising the integrity of the investigation. Emerging in 1988 and more profoundly evident in 1989 is the fact that the investigative profile, determined by the nature of the complaint, is changing and will likely continue to change for a number of reasons. First, the investigative issues are frequently more complex. As a result, a number of investigations are being referred, at one or more points in the investigative process, to both internal and external resource people for professional opinions and advice. The need to consult or research complicated investigative issues extends the time it takes to complete the investigation. Secondly, a supported complaint may require an intensive and lengthy negotiation/mediation process. The more complex the investigative issues, the longer it may take both the Office and the department involved to conduct a detailed review and assessment of the various implications and options available prior to determining a corrective course of action. If a department is considering a change to a policy or a procedure, the action stage can be particularly prolonged.

OPERATIONAL STATISTICS BY

Investigated

DEPARTMENT	FILES CARRIED FORWARD	FILES OPENED 1989	INVESTIGATED TOTAL	SUBSEQUENTLY DISCONTINUED	COMPLAINT SUPPORTED	COMPLAINT NOT SUPPORTED
ADVANCED EDUCATION	4	11	8	2	1	5
AGRICULTURE	3	9	4	1	1	2
ATTORNEY GENERAL	18	72	35	5	5	25
CAREER DEVELOPMENT & EMPLOYMENT	2	2	2	0	2	0
CONSUMER & CORPORATE AFFAIRS	4	14	7	0	1	6
ECONOMIC DEVELOPMENT & TRADE	0	2	1	0	0	1
EDUCATION	1	2	1	0	0	1
ENVIRONMENT	1	5	3	0	0	3
FAMILY & SOCIAL SERVICES	67	172	129	20	31	79
FORESTRY, LANDS & WILDLIFE	5	10	5	1	1	3
HEALTH	16	74	40	8	7	26
LABOUR	3	14	8	2	0	6
MUNICIPAL AFFAIRS	2	13	6	0	0	6
PUBLIC WORKS, SUPPLY & SERVICES	4	6	7	1	1	5
RECREATION & PARKS	0	4	2	1	0	1
SOLICITOR GENERAL	5	16	13	5	2	6
Correctional Services	27	147	92	14	16	63
TRANSPORTATION & UTILITIES	3	15	9	1	5	3
TREASURY	228	35	250	1	178	71
TOTAL	**393**	**623**	**622**	**62**	**251**	**312**
BOARDS & AGENCIES						
ALBERTA ALCOHOL & DRUG ABUSE COMMISSION	0	1	1	0	0	1
ALBERTA GOVERNMENT TELEPHONES	4	12	11	1	3	7
ALBERTA LIQUOR CONTROL BOARD	2	3	5	0	1	4
ALBERTA MORTGAGE & HOUSING	1	4	1	0	1	0
ENERGY RESOURCES CONSERVATION BOARD	2	5	2	0	0	2
EXECUTIVE COUNCIL	1	1	2	1	1	0
HUMAN RIGHTS COMMISSION	1	7	4	3	0	1
OCCUPATIONAL HEALTH & SAFETY	0	3	0	0	0	0
PERSONNEL ADMINISTRATION OFFICE	7	6	7	0	0	7
PROFESSIONS & OCCUPATIONS BUREAU	0	3	0	0	0	0
PUBLIC SAFETY SERVICES	0	4	2	0	1	1
RESEARCH COUNCIL	0	1	1	0	1	0
TEACHERS' RETIREMENT FUND	2	0	2	0	1	1
TREASURY BRANCHES	5	4	4	1	0	3
WORKERS' COMPENSATION BOARD	35	153	91	15	13	63
BOARDS & AGENCIES TOTAL	**60**	**207**	**133**	**21**	**222**	**90**

DEPARTMENT AND AGENCY

Not Investigated

TOTAL NOT INVESTIGATED	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	OTHER REMEDY OR APPEAL AVAILABLE	DECLINED ON DISCRETIONARY GROUNDS	CLOSED IN 1989	CARRIED FORWARD TO 1990	ACTION PENDING	DEPARTMENT
4	0	0	4	0	12	3	0	ADVANCED EDUCATION
5	0	1	3	1	9	2	1	AGRICULTURE
44	1	11	26	6	79	11	0	ATTORNEY GENERAL
2	0	0	2	0	4	0	0	CAREER DEVELOPMENT & EMPLOYMENT
6	0	0	5	1	13	5	0	CONSUMER & CORPORATE AFFAIRS
1	0	0	0	1	2	0	0	ECONOMIC DEVELOPMENT & TRADE
1	0	1	0	0	2	1	0	EDUCATION
2	0	1	1	0	5	1	0	ENVIRONMENT
63	7	6	43	7	193	46	0	FAMILY & SOCIAL SERVICES
3	0	0	3	0	8	7	0	FORESTRY, LANDS & WILDLIFE
37	3	4	23	7	78	12	0	HEALTH
4	0	1	3	0	12	5	0	LABOUR
2	0	1	1	0	8	7	0	MUNICIPAL AFFAIRS
3	0	0	2	1	10	0	0	PUBLIC WORKS, SUPPLY & SERVICES
1	0	0	1	0	3	1	0	RECREATION & PARKS
7	1	3	1	2	20	1	0	SOLICITOR GENERAL
59	12	2	39	6	152	21	1	Correctional Services
2	0	0	0	2	11	7	0	TRANSPORTATION & UTILITIES
10	0	5	3	2	260	2	1	TREASURY
256	**24**	**36**	**160**	**36**	**881**	**132**	**3**	**TOTAL**
								BOARDS & AGENCIES
0	0	0	0	0	1	0	0	ALBERTA ALCOHOL & DRUG ABUSE COMMISSION
3	1	0	2	0	14	2	0	ALBERTA GOVERNMENT TELEPHONES
0	0	0	0	0	5	0	0	ALBERTA LIQUOR CONTROL BOARD
1	0	0	1	0	2	3	0	ALBERTA MORTGAGE & HOUSING
1	0	0	1	0	3	4	0	ENERGY RESOURCES CONSERVATION BOARD
0	0	0	0	0	2	0	0	EXECUTIVE COUNCIL
3	0	0	0	1	7	1	0	HUMAN RIGHTS COMMISSION
1	0	1	0	0	1	2	0	OCCUPATIONAL HEALTH & SAFETY
5	0	0	4	1	12	1	0	PERSONNEL ADMINISTRATION OFFICE
2	0	0	2	0	2	1	0	PROFESSIONS & OCCUPATIONS BUREAU
2	0	0	2	0	4	0	0	PUBLIC SAFETY SERVICES
0	0	0	0	0	1	0	0	RESEARCH COUNCIL
0	0	0	0	0	2	0	0	TEACHERS' RETIREMENT FUND
3	0	0	3	0	7	2	0	TREASURY BRANCHES
52	2	2	41	7	143	44	1	WORKERS' COMPENSATION BOARD
73	**3**	**3**	**58**	**9**	**206**	**60**	**1**	**BOARDS & AGENCIES TOTAL**

14 APPENDIX

DEPARTMENTS

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BOARDS AND AGENCIES

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ALBERTA GOVERNMENT TELEPHONES 50
ALBERTA LIQUOR CONTROL BOARD 52
ALBERTA MORTGAGE AND HOUSING CORPORATION 52
ENERGY RESOURCES CONSERVATION BOARD 52
EXECUTIVE COUNCIL 52
HUMAN RIGHTS COMMISSION 52
OCCUPATIONAL HEALTH AND SAFETY 52
PERSONNEL ADMINISTRATION OFFICE 54
PROFESSIONS AND OCCUPATIONS BUREAU 54
PUBLIC SAFETY SERVICES 54
RESEARCH COUNCIL 54
TREASURY BRANCHES 54
WORKERS' COMPENSATION BOARD 54

Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORM
DEPARTMENTS				
ADVANCED EDUCATION				
Denied further student loan funding.				
Inadequate student loan funding.			X	
Denied student loan funding.				
Denied student loan funding.				
Inadequate student loan assistance.				
Denied remission on student loans; lack of response to inquiries.				
Unfair calculation of student loan.				
Denied student loan funding.				
Inadequate student loan assistance.				
Denied admission to Nursing Assistant program.				
Statement of student loan account not provided.				
Number of files for department: 11				
AGRICULTURE				
Delay in processing request for financial assistance.				
Forced to take early retirement.				
Unnecessary funding assistance planned for greenhouse operators.				
Consideration of test results withheld for registration of agricultural product.				
Reneged on offer of contract employment.				
Unfair scoring method in Horse Improvement Program.				
Denied employment opportunity.				
Improper conclusions drawn from soil tests.				
Number of files for department: 8				
AGRICULTURAL DEVELOPMENT CORPORATION				
Unfair treatment over defaulted agriculture loans.				
Number of files for department: 1				
ATTORNEY GENERAL				
Prosecutor refused to persuade RCMP to lay charges.				
Inadequate settlement from Crimes Compensation Board.				
Alteration of criminal charges relating to birth control alternative.				
Inappropriate actions of Crown Prosecutor.				
Billed for seizure action not effected.				
Inaction in enforcing a Seize and Removal Order.				
Improper handling of landlord/tenant dispute by prosecutor.				
Refusal to consider application for compensation.				
Denied investigation into actions of College of Physicians and Surgeons.				
Attempted to enter residence without supporting documentation.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
X									X							
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X									X							

Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORM
Denied job interview for legal position.				
Lack of notification of court date.			X	X
Improper information on Medical Examiner's Certificate.				
Unsuccessful in job competition at supervisory level.				
Invalid findings of public inquiry.				
Improper seizure of personal property.				
Court case dismissed because of crown prosecutor error.				
Cheque not certified by successful bidder.				
Denied request for public fatality inquiry.				
Charge mislaid, but later arrested.				
Denied appointment as Lay Bencher to Law Society.				
Refusal to execute Removal and Sale Order.				
Blacklisted from employment opportunities.				
Number of files for department: 23				
PUBLIC TRUSTEE				
Improper administration of mother's estate.				
Inappropriate collection of assets.				
Inappropriate administration of estate.				
Professional equipment sold cheaply.				
Unsatisfactory administration of financial affairs.				
Penalized to withdraw unauthorized trust investment.				
Full funds not released in estate.				
Unnecessary delay in settlement of estate.				
Not provided with allowance from estate.				
Improper administration of estate.				
Pressured to sell property in dependent adult's estate.				
Delay in settling estate; lack of response to correspondence.				
Insufficient funds in account.				
Number of files for department: 13				
MAINTENANCE ENFORCEMENT PROGRAM				
Garnishee of wages while court action underway.				
Inadequate enforcement of maintenance order.				
Maintenance order not enforced when court action commenced.				
Maintenance monies paid to Social Services rather than client.				
Inadequate enforcement of maintenance order.				
Inadequate enforcement of Order and lack of response to inquiries.				
Unfair enforcement of maintenance order.				
Garnishee of wages without notice.				
Improper enforcement of maintenance order.				
Inadequate enforcement of maintenance order.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMA
Numerous problems with enforcement of maintenance order.				
Inadequate enforcement of maintenance order.				
Inadequate enforcement of maintenance order.				
Delay in receipt of maintenance payments.				
Garnishee not lifted after negotiated payment arrangement.				
Unfair garnishee of wages.				
Threat of enforcement action; arrears calculated incorrectly.				
Improper review of terms of maintenance order.				
Unable to determine status of maintenance arrears.				
Unfair calculation of maintenance payments.				
Delay in receipt of maintenance payments.				
Failure to remove federal garnishee as promised.				
Wrongly charged maintenance arrears.				
Inadequate enforcement of maintenance order.				
Rude treatment by enforcement officer.				
Improper garnishee of wages.				
Lack of maintenance enforcement; unsatisfactory response to inquiries.				
No action on court order.				
Inadequate payments of maintenance arrears.				
Required to pay maintenance to Program instead of ex-spouse.				
Lack of enforcement against out-of-province debtor.				
Wages garnisheed without notice.		X	X	
Lack of maintenance enforcement.				
Difficulty making maintenance payments.				
Failure to enforce maintenance order.				
Delay in receiving maintenance payments.				
Number of files for department: 36				

CAREER DEVELOPMENT AND EMPLOYMENT

Wage rate too low for electrical trade.				
Unsuccessful in employment competition.				
Number of files for department: 2				

CONSUMER AND CORPORATE AFFAIRS

Failure to adequately supervise activities of mortgage company.				
Failure to investigate fraudulent business practices.				
Denied request to operate management trust account under old regulations.				
Inadequate investigation of activities of company president.				
Inadequate investigation of consumer complaint.				
Advised to resort to legal action to resolve landlord/tenant dispute.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Unwarranted investigation into business practices of company.				
Dissatisfied with investigation of complaint against landlord.				
Unsatisfactory review of consumer advice.				
Lost revenue caused by incorrect information supplied.				
Delay in processing incorporation.				
Improper investigation.				
Delay in cancellation of license of mutual fund dealer.				
Poor administration of license application for scholarship plan salesman.				
Number of files for department: 14				
ECONOMIC DEVELOPMENT AND TRADE				
ALBERTA OPPORTUNITY COMPANY				
Highest bid not accepted in receivership sale of assets.				
Unfair foreclosure of recreational facility.				
Number of files for department: 2				
EDUCATION				
Denied compensation for non-resident student fees.				
Failure to enforce mandatory school regulations; inadequate investigation of test results.				
Number of files for department: 2				
ENVIRONMENT				
Delay in pursuing settlement with oil company.				
Denied drought assistance.				
Clay and marl arbitrarily removed from mine and mineral rights by legislation.				
Lack of action on fuel in water supply.				
Correspondence not answered regarding hazardous drainage ditch.				
Number of files for department: 5				
FAMILY AND SOCIAL SERVICES				
Denied social assistance benefits.				
Termination of social assistance benefits due to common-law relationship.			X	
Delay in payment of babysitting costs.				
Arbitrary actions regarding custody of son.				
Inadequate social assistance benefits.				
Spouse's child support unfairly deducted from handicapped income entitlements.			X	X
Required to sign overpayment agreement.				
Denied handicapped income benefits.				
Unfair statements on income security file.				
Denied replacement issue of social assistance benefits.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
No response to requests for information regarding ongoing eligibility for handicapped income benefits.				
Handicapped income recipient denied homemaker benefits.				
Apparent difficulties in communicating needs with social worker.				
Placement of aggressive client at Michener Centre endangers other clients.				
Denied handicapped income benefits.				
Improper investigation of allegations against group home.				
Improper investigation of allegations against group home.				
Inadequate investigation of whereabouts of father.				
Inadequate social assistance benefits based on living arangements.				
Request to the Minister for information relating to adoption.				
Unfair apprehension of children.				
Unfair apprehension of grandchild.				
Inadequate handicapped income benefits.		X		
Inaction in not apprehending grandchild.				
Unfair termination of social assistance benefits.				
Overpayment of Canada Pension benefits unfairly deducted from handicapped income benefits.		X		
Denied approval to adopt foster child.				
Inadequate handicapped income benefits.				
Denied handicapped income benefits.				
Inappropriate placement of child in group home with history of abuse.				
Denied reinstatement of social assistance benefits.				
Inadequate handicapped income benefits.				
Inadequate investigation of complaints of child abuse and neglect.				
Denied financial assistance for placement of child in treatment residence.				
Landlord denied third party rent payment.				
Denied social assistance while attending Vocational Centre.				
Denied social assistance to cover clothing needs.				
Denied results of investigation of alleged child abuse.			X	X
Denied social assistance due to alleged common-law relationship.				
Unfair termination of social assistance and inadequate benefits upon reinstatement.		X		
Department refuses to garnishee handicapped income benefits.		X		
Delay in receipt of payment for personal care service provided.				
Inadequate financial assistance to cover costs of personal care attendant.				
Denied accreditation to provide first aid courses.				
Denied handicapped income benefits.				
Inadequate investigation of allegations of abuse in group home.				
Unfair termination of social assistance benefits.				
Denied request for a change of social worker.				
Inadequate funding of residential treatment program.				
Unfair termination of social assistance benefits.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMA
Unfair reduction in social assistance benefits.				
Denied social assistance benefits.				
Unprofessional conduct of child welfare worker.				
Denied public circulation of monthly appeal decision report.			X	X
Repeated requests for information relating to social assistance entitlement.				
Unfair apprehension and unsafe placement of children.				
Unfair calculation of overpayment of handicapped income benefits.				
Denied retroactive handicapped income benefits; unfair actions of appeal panel.				
Unfairly required to appeal monthly for medical coverage; denied assistance with Blue Cross premiums.				
Unfair calculation of overpayment of social assistance.				
Unfair termination of social assistance benefits.				
Inadequate social assistance to cover clothing needs.				
Denied daycare operating allowance.				
Unfair termination of social assistance benefits.				
Unfair reduction in handicapped income benefits as Canada Pension benefits increase.				
Inadequate investigation of child abuse complaint.				
Failure to honor commitment to issue social assistance benefits.				
Unfair termination of social assistance benefits.				
Ongoing dispute with social worker; delay in responding to requests for funds and information.				
Inflexibility of daycare licensing officers; denied subsidy for withdrawn child; policies promote unhealthy environment.				
Inappropriate placement of child in foster home; denied home visits.				
Unfair termination of handicapped income benefits.				
Unfair removal of children from potential adoptive family; file closure of potential adoptive parents.				
Unfair calculation of subsidy for daycare operation.		X		
Unfair termination of social assistance benefits.				
Inadequate optometric coverage for social assistance recipients.				
Denied social assistance to take truck driver course.				
Unfair treatment received by social assistance recipients.				
Unfairly required to repay amount of income tax refunds.			X	X
Refusal to remove children from allegedly abusive parent.				
Denied social assistance for clothing.				
Denied social assistance for car repairs.				
Denied social assistance for storage of personal property.				
Inadequate psychiatric treatment provided to child in custody; video tapes shown without permission.				
Required to sign legal documents without review by legal counsel.				
Denied handicapped income benefits.				
Uncooperative social worker.		X		
Denied handicapped income benefits.				
Denied handicapped income benefits.				
Denied visits with handicapped child.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT.
Delay in receiving social assistance benefits.				
Denied handicapped income benefits.			X	
Denied social assistance benefits for educational upgrading.				
Termination of social assistance benefits.				
Inadequate investigation of child abuse; delay in responding to child abuse allegation.				
Unfair termination of social assistance benefits.		X		
Inadequate investigation of child abuse.				
Denied handicapped income benefits.				
Denied adequate financing for daycare centre.				
Unfair termination of social assistance benefits.				
Unfair treatment by social worker; false information on income security file.				
Poor attitude of social worker.				
Improper actions leading to fraud charge.				
Forced by social worker to discontinue alcoholism counselling.				
Notice of intent to open daycare centre rejected.				
Refused psychiatric referral for assessment of disturbed child.				
Rejection of job application because of criminal record.				
False information provided by social worker.				
Improper deduction from handicapped income cheque.				
Denied handicapped income benefits.				
Inappropriate placement of foster child.				
Unfairly denied widows' pension.				
Social worker has a conflict of interest.				
Denied handicapped income benefits.				
Unfair termination of social assistance benefits; unfair treatment from social worker.				
Denied social assistance to pay utilities; denied handicapped income benefits.				
Denied handicapped income benefits for chiropractic services.				
Inadequate social assistance benefits.				
Denied social assistance for home care services.				
Not notified of death of relative in government care.				
Department reneged on promise to keep adoptive parents informed about children returned to natural parents.				
Denied social assistance for college tuition.				
Requests removal of trustee for handicapped income income recipient.				
Delay in receiving approval for orthodontic services.				
Denied address of relative.				
Denied employment because of stated opinions on child abusers.		X		
Denied handicapped income benefits.			X	X
Unfair termination of social assistance benefits.				
Denied handicapped income benefits.				
Denied operating allowance for daycare.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Death of child while in care; apprehension of children.				
Unfair termination of social assistance; unfair overpayment identified; unprofessional conduct of social worker.				
Inadequate social assistance benefits; denied replacement of social assistance cheque.				
Adoption placement made without consideration for family members.				
Unco-operative attitude of social worker.				
Denied foster child placement; denied visits with foster child.				
Denied replacement social assistance cheque.				
Unfair reduction in social assistance benefits.				
Unsatisfactory social worker.				
Delay in receiving authorization for dental work.				
Improper handling of allegations of child abuse; denied compensation for legal costs; denied assessment information.				
Unfair termination of social assistance benefits.				
Lack of cooperation from district office employees.			X	
Unfair treatment from social workers.				
Inappropriate comments made by social worker.				
Unfair termination of handicapped income benefits.				
Unable to secure employment following vocational training.				
Unfair termination of social assistance benefits.				
Improperly charged overpayment of social assistance benefits.				
Band Council not consulted before application for permanent guardianship of Indian children.				
Delay in payment for babysitting services.				
Inappropriate placement of child; denied visits with child.				
Failure to provide secure treatment program for child in need.				
Unsuccessful job competitions.				
Denied reimbursement for bank and legal costs; inadequate service delivery.				
Excessive lump sum deduction for overpayment of benefits; false information presented during appeal.				
Denied guardian social allowance.				
Denied social assistance benefits for drug counselling and debts.				
Denied handicapped income benefits.				
Improper calculation of handicapped income benefits; denied appeal hearing.				
Denied handicapped income benefits.				
Denied additional benefits for winter clothing and furniture; delay in hearing appeal.				
Rent unfairly paid directly to landlord.				
Unfair treatment from social worker.				
Improper commencement date of insurance benefits; falsely accused of working.				
Unfair treatment regarding allegation of child abuse.				
Unfair apprehension and placement of children; fearful of further apprehension.				
Income tax refund unfairly added to overpayment amount.				
Denied reimbursement for legal costs in custody hearing.				
Inadequate reimbursement for lost social assistance cheque.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMATION
Inappropriately required to repay handicapped income benefit.				
Denied desired placement of child; denied visits.				
Number of files for department: 172				

FORESTRY, LANDS AND WILDLIFE

Forced entry of premises and seizure of fox herd.				
Misleading information contained in task force proposal.				
Environmental impact study ignoring farmers' concerns.				
Land intended for farm development sold to real estate speculator.				
Department refused to renew lease.				
Inadequate compensation from Trapper Compensation Review Board; unfair quota and confiscation of lynx furs.				
Denied opportunity to purchase land now offered to Improvement District.				
Denied reimbursement for unused hunting licenses.				
Financial loss due to spouse's transfer.				
Denied reimbursement for fence construction costs.				
Number of files for department: 10				

HEALTH

Operational support decisions resulted in loss of seniority.				
Undermining practise of combined lab and x-ray technicians.				
Inadequate notice of termination of employment.				
Unfair assessment by Mental Health Review Panel.				
Unfair deduction for time off taken in lieu of overtime.				
Not advised of Mental Health Review Panel hearing date.				
Denied request to have father's name on birth certificate.				
Delay in receipt of counselling assistance after discharge from Alberta Hospital.				
Authority of Mental Health Act certification questioned.				
Number of files for department: 9				

MENTAL HOSPITALS

Patient denied transfer to Manitoba hospital.				
Abuse and over-medication of patients.				X
Unable to obtain release from hospital.				
Improper care of patient at Alberta Hospital.				
Unfair committal and conditions at Alberta Hospital.				
Improper employee reference isssued by Alberta Hospital.				
Unfair committal to Alberta Hospital.				
Denied access to psychiatric file.				
Unfair treatment of patient at Alberta Hospital.				
Inadequate and ineffective psychiatric treatment of patient.				
Committal to Alberta Hospital.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMA-
Refusal to commit adult child to Alberta Hospital.				
Improper treatment at Alberta Hospital.				
Theft of belongings by staff.				
Improper medical treatment of patient.				
Unfair committal to Alberta Hospital.				
Unfair treatment of patient at Alberta Hospital.				
Improper treatment of patient.				
Unfair conditions at Alberta Hospital.				
Unfair conditions at Alberta Hospital.				
Unsatisfactory conditions at Alberta Hospital.				
Improper treatment of patient at Alberta Hospital.				
Improper treatment of patient at Alberta Hospital.				
Improper medical treatment of patient at Alberta Hospital.				
Not released after discharge by Review Panel; denied alcohol and drug abuse treatment.				
Refused permission to see girlfriend; girlfriend threatened with recertification; released without proper support.				
Unjust committal to Alberta Hospital.				
Unjust committal of patient at Alberta Hospital.				
Unfair treatment and committal at Alberta Hospital.				
Unjust dismissal.				
Denied extra food portions ordered by doctor plus other treatment issues.				
Assaulted; no privacy.				
Number of files for department: 32				
HEALTH CARE INSURANCE DIVISION				
Lack of information causing delay in receiving Blue Cross benefits.				
Denied reimbursement for sterilization procedure.				
Denied coverage for TMJ surgery.				
Billed for unpaid premiums incurred 15 years ago.				X
Denied health care coverage due to refugee status.				
Wrongfully required to pay premium arrears; request for premium subsidy unanswered.		X		
Incorrectly advised of effective date of Blue Cross coverage.				
Charged for premiums already paid.				
Double billed for health care premiums.				X
Denied out of province claim because of time limitation.				
Denied retroactive refund of premiums.				
Inaccurate health care records.				
Wrongfully required to pay premium arrears.				X
Unjustly billed for out of country Blue Cross covereage.				
Overdue balance calculated incorrectly.				
Denied reimbursement for prescription eyeglasses.				
Reimbursement for prescription eyeglasses unfairly based on purchase date.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMA
Denied medical coverage for out-of-country surgery.			X	
Improperly charged outstanding premiums.				
Unfairly charged retroactive premiums.				
Wrongfully advised to ignore premium notices resulting in garnishee of wages.				
Federal inmate incorrectly billed for premiums.				
Wrongfully required to pay premium retroactively; non receipt of statements or health care card.				
Denied emergency financial assistance for out-of-province health care.				
Denied full coverage of dental procedure.				
Number of files for department: 25				
COMMUNITY HEALTH				
Unfair dismissal from senior managerial position.				
Denied benefits from Aids to Daily Living.				
Denied second wheelchair from Aids to Daily Living.				
Complete place of birth not shown on marriage license.				
Unspecified complaints about unfair treatment.				
Unprofessional conduct of psychologist; inaction in handling complaint; breach of confidentiality.			X	X
Unable to obtain birth certificate.				
Denied medical costs connected with treatment prescribed by out-of-country physician.				
Number of files for department: 8				
LABOUR				
Denied certification with union of choice.			X	X
Failure to insure transfer of pension funds propertly completed.				
Incomplete inspection resulting in failure to report building deficiencies.				
Access to employment records denied.				
Number of files for department: 4				
EMPLOYMENT STANDARDS BRANCH				
Employer wrongfully required to pay double time and a half on statutory holidays.				
Inadequate assistance in collecting unpaid vacation pay.				
Delay in finalizing wage claim.				
Improper investigation of two wage claims.				
Inadequate investigation of employment complaint.				
Wage claim denied.			X	X
Wage claim denied.				
Department failed to protect interests.				
Questionable information.				
Overtime wage claim denied.				
Number of files for department: 10				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
MUNICIPAL AFFAIRS				
Adversely affected by legislative provisions relating to abandoned development plans.				
Denied reimbursement of surplus funds from construction project.				
Failure to accept responsiblity for fire damage.				
Improper location and expansion of Improvement District nuisance ground.				
Required to sign easement for water and sewer line.				
Vegetation damaged by pesticide spraying on road allowance.				
Number of files for department: 6				
ASSESSMENT APPEAL BOARD				
Improper basis for appeal decision.				
Number of files for department: 1				
ALBERTA PLANNING BOARD				
Termination of wage employee's position.				
Failure to consider improprieties of local planning board.				
Objects to approval of subdivision on basis natural drainage can be controlled through municipal permit.				
Number of files for department: 3				
HOUSING				
Denied emergency housing from Rural and Native Program.				
Denied placement of mobile home on chosen property.				
Number of files for department: 2				
PUBLIC WORKS, SUPPLY AND SERVICES				
Misled as to use of land purchased for dam project.				
Not compensated for delay in producing settlement cheque.				
Non-payment for services provided by sub-contractor.		X	X	
Delay in negotiating compensation for easement on private property.				
Refused opportunity to correct deficiencies to complete contract.				
Government vehicles not sold through tender process.				
Number of files for department: 6				
RECREATION AND PARKS				
On-the-job harassment.				
Unfairly charged by provincial park warden.		X		
Denied seasonal employment; improper information on personnel file.				
Unsuccessful in obtaining seasonal employment; improper information on personnel file.				
Number of files for department: 4				
SOLICITOR GENERAL				
Unfairly required to fire employee to obtain license to sell firearms.		X	X	
Horse trainer's license unfairly rescinded.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Unfair dismissal from probationary employment.				
Number of files for department: 3				
MOTOR VEHICLES DIVISION				
Improperly required to take driver's test.				
Unfairly required to obtain specialist's report for Class 2 driver's license.			X	X
Continual confusion over similarity of names.			X	
Unfair promotion of employee without competition.				
Unfairly denied motorcycle driver's license.			X	
Unable to renew driver's license while out of country.				
Inaccurate description of incident on driving record summary.				
Inadequate testing facilities for Class 1 driver's license.				
Driving record inconsistent with convictions.				
Unfairly denied Class 6 driver's license.				
Unfairly required to pay Motor Vehicle Accident Claims Fund after declaration of bankruptcy.				
Minimum penalty for impaired driving convictions discriminately enforced.				
Driver's license unfairly suspended for additional period.				
Number of files for department: 13				
CORRECTIONAL SERVICES				
Numerous concerns about upcoming release of inmate.				
Unfair conviction and sentence in disciplinary hearing.				
Severity of disciplinary action; double jeopardy for violating temporary absence rules.		X		
Loss of open visits; denied change of counsellor; charged and sentenced for drug use.				
Unfounded allegations of being intoxicated remain on file.		X		
Young offender required to participate in work program.				
Unfair treatment of inmate.				
Denied continuing employment as a correctional officer.				
Missing personal property.			X	
Monies issued by Social Services not credited to inmate account.				
Denied eyeglasses or eyepatch.				
Unfair treatment of inmate.				
Denied temporary absence pass; delays in registering for courses.				
Unfair placement in administrative segregation.				
Unfair transfer to Lethbridge; unfair placement in administrative segregation.				
Unfair transfer to Lethbridge; unfair placement in administrative segregation.				
Denied open visits; fired from cleaning job.				
Mistreatment of inmate.				
Inaccurate violation report.				
Missing personal property.				
Unfair treatment of inmate.				
Inequity in disciplinary sentence for same incident.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Unfair placement in administrative segregation.				
Denied opinion of second specialist; cramped transportation vans.				
Spouse not informed of death of inmate.				
Inappropriate placement while incarcerated.				
Unfair treatment by teacher in young offender centre.				
Unfair sentence in disciplinary hearing; denied return of document.				
Inappropriate harrassment of inmates.				
Denied temporary absence passes.				
Inappropriate actions of Director.				
Missing personal property.				
Denied financial assistance to repair dental work.				
Inappropriate placement of inmate with psychological problem.				
Delay in receipt of adequate medical attention.		X		
Denied temporary absence pass.				
Unprofessional attitude of nurse.				
Denied reimbursement for expenses incurred for job interview.				
Inappropriate harrassment by correctional officers.				
Breach of confidentiality by probation officer.				
Placement in administrative segregation without cause.				
Breach of confidentiality by staff person.				
Missing personal belongings.				
Denied return to work camp.				
Not properly advised of medical condition.				
Denied phone call to Ombudsman and writing paper.				
Mail recieved in opened condition; personal notes taken from cell.				
Unfairly charged with being in bedroom with another inmate while on temporary absence.		X		
Denied return to bush camp.				
Denied transfer to another institution.				
Denied treatment for alcohol addiction; unfairly transferred to another institution away from family.		X		
Unfair treatment of inmates serving weekends.				
Falsely accused of consuming alcohol.				
Unfair and discriminatory treatment while in custody.				
Application for bush camp placement unfairly denied.				
Inappropriate behavior of parole officer.				
Cold temperature of security visiting area.				
Wrongfully accused of breaching security resulting in loss of employment.				
Denied temporary absence pass to attend university.				
Unfair disciplinary charge; unnecessary use of force by correctional officers.				
Unfairly charged with misbehavior.				
Unfairly placed in administrative segregation.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Denied transfer from remand centre to correctional centre; incorrect release date.			X	X
Repeat offenders inappropriately housed with first-time offenders; denied transfer to higher security cell block.				
Recreation unfairly curtailed because of staff shortage.				
Required to wear shackles to funeral; denied medication; inconsistent security classification.				
Inadequate medical treatment.				
Refused medication.				
Improper calculation of release date.				
Unfair disciplinary charge and sentence.				
Denied retroactive payment adjustment under service contract amendment.			X	
Unfairly treated by correctional employee because of alleged racism.				
Unfair disciplinary charges and sentence.				
Transfer of common-law spouse; difficulty obtaining permission to marry; denied telephone privileges.			X	X
Improper treatment while in custody.				
Unwanted transfer; inappropriate administration of food services; unfairly placed in administrative segregation.				
Denied participation in programs.				
Cover-up of assaults by correctional staff.				
Missing personal property.				
Inmate incentive pay has not changed since 1985.				
Denied proper medical treatment.		X		
Denied prisoner justice day.				
Denied transportation costs upon release.				
Failure to act on breaches of probation order.				
Treatment in Health Care Unit.				
Improper placement of transsexual.				
Unfair disciplinary hearing and harassment; denied access to court documents.				
Lack of response to request forms.				
Missing personal property.				
Required to exercise in same yard as protective custody inmates; unfair disciplinary charge and transfer.				
Unfairly charged and sentenced twice for same offence.				
Lack of response to temporary absence appeal.				
Denied opportunity to take counselling for alcohol abuse.				
Unfairly disciplined; inadequate medical attention.				
Security rating too high.				
Cancellation of temporary absence pass.				
Refused open visit with spouse.				
Transferred to correctional centre away from family.				
Denied extension of temporary absence hours.				
Denied telephone privileges.				
Unfarily sentenced as a result of disciplinary charge.				
Anticipated unfair transfer to another correctional centre.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMATI
Frequent improper transfers; unfair treatment.				
Delay in approving marriage application.				
Unfair disciplinary sentence.				
Denied minimum security classification.				
Improper medical treatment.				
Harassed by correctional staff.				
Unfair disciplinary charge; harassed by staff; inadequate medical attention.				
Denied medical attention.				
Unfair disciplinary sentence and transfer.				
Unfairly transferred; improperly restrained and medicated.				
Unfair security classification.				
Unnecessary condition connected to temporary absence approval.				
Temporary absence pass unfairly revoked.				
Inadequate medical treatment.				
Unfairly denied visits.			X	
Difficulty obtaining status of temporary absence application.				
Missing personal property.				
Unfair disciplinary hearing and sentence.				
Denied requested transfer closer to family.				
Improper medical treatment.				
Improper treatment while in custody; money missing from property.				
Assaulted by correctional officers.				
Held in custody two hours after paying fine.				
Denied visits with inmate.				
Programs restricted because centre is understaffed.				
Denied transfer closer to family.				
False report by parole officer.				
Unfair treatment at work camp.				
Insufficient psychiatric therapy provided at centre.				
Forced to attend school.				
Improper medical treatment.				
Unfair treatment while in custody.				
Unfair disciplinary charge; denied medication.				
Missing personal property.				
Unfair transfer to another correctional centre.				
Harassed by correctional officer.				
Unfair transfer; unfair security classification resulting from Inmate Committee involvement.				
Denied mail and telephone privileges with common-law spouse in another institution.				
Denied request for transfer to another correctional centre.				
Occurrence report of meeting denied.				

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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Market salary increase denied due to performance deficiencies.				
Missing personal belongings.				
Excessive use of handcuffs; delay in transfer to protective environment; loss of personal property.				
Improper debit from inmate's account.				
Denied temporary absence pass.				
Number of files for department: 147				

TRANSPORTATION AND UTILITIES

Unfair content of core list of contractors.				
Non-compliance with policies relating to trucking contracts.				
Unfair cancellation of extra-provincial running authority.				
Threatened non-renewal of license to operate charter bus service.				
Unfair and costly conditions attached to highway development permit.				
Tire damage caused by oil on road.				
Inadequate compensation for land flooded by highway development.				X
Denied grant under Alberta Farm Water Program.				
Request to cancel road allowance lease denied.				
Hazardous and uneconomical highway project.				
Denied permission to land ultralight aircraft at airport.				
Opposed to closure for sale of road plan.				
Denied compensation for property damage caused by government employee.				
Unfairly denied payment for appraisal services.				
Denied approval for lien note financing of natural gas installation.				
Number of files for department: 15				

TREASURY

Denied application to purchase prior pensionable service.				
Wrongful seizure of assets of savings and trust company.				
Deposits in two investment companies shifted to parent company.				
Investment company employees denied representation at hearing.				
Requests advice on recovering losses after investment company collapse.				
Misleading information regarding security of investment companies.				
Not advised of deadline to buy back prior pensionable service resulting in an increased purchase amount.				
Misled as to security of promissory notes.				
Misled as to security of promissory notes.				
Misled as to security of promissory notes.				
Lack of assistance to noteholders compared to investment contract holders.				
Lack of assistance to noteholders compared to investment contract holders.				
Failure to properly monitor activites of two investment companies.				
Failure to monitor activities of two investment companies.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Misled as to security of promissory note.				
Lack of assistance to noteholders compared to investment contract holders.				
Misled as to security of promissory note.				
Lack of assistance to noteholders compared to investment contract holders.				
Inappropriate payment of management costs for bankrupt investment companies.				
Failure to regulate promissory note investments.				
Failure to regulate two investment companies supported by promissory note funds.				
Misled as to security of promissory notes.				
Denied survivor benefits from special forces pension plan.				
Unfair retroactive decision regarding costs of purchasing prior pensionnable service.				
Denied additional interest for late interest payment of Alberta bonds.				
Failure to regulate activities to two investment companies.				
Misled as to security of promissory notes.				
Lack of assistance to noteholders compared to investment contract holders.				
Unable to collect pension benefits while continuing government employment.				
Improper loan advanced from public funds.				
Denied tobacco tax refund.				
Failure to regulate activities of two investment contract companies.				
Lack of compensation for employees of collapsed investment contract companies.				
Unfair process in corporate tax appeal.				
Unfairly assessed farm fuel costs.				
Number of files for department: 35				

BOARDS AND AGENCIES

ALBERTA ALCOHOL AND DRUG ABUSE COMMISSION

Number of IMPACT courses offered fails to meet demand.				
Number of files for department: 1				

ALBERTA GOVERNMENT TELEPHONES

Unprofessional conduct of supervisors towards employee.				
Unable to transfer federal pension contributions.				
Inadequate telephone equipment service.				
Prohibitive cost of providing telephone service to remote location.				X
Removal of telephone service for unpaid bill.				
Bidder denied tender due to equipment and performance problems.				
Purchase price of leased equipment excessive.				
Excessive installation fee for private telephone line.				
Incorrectly billed for calling card calls.				
Unfairly blackballed from future employment.				
Unjust dismissal.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORM.
Denied compensation for business listing omitted in telephone directory.				
Number of files for department: 12				
ALBERTA LIQUOR CONTROL BOARD				
Failure to enforce liquor control regulations.				
Handicapped employee denied training for alternate employment.				
Denied refund for spoiled wine; improper storage of wine.				
Number of files for department: 3				
ALBERTA MORTGAGE AND HOUSING CORPORATION				
Handicapped person denied mortgage subsidy.				
Not advised of payment requirement; assessed improper charges on mobile home.				
Unfair foreclosure after making partial payment arrangements.				
Inadequate response to poor condition of rental accommodation.				
Number of files for department: 4				
ENERGY RESOURCES CONSERVATION BOARD				
Failure to consider ecological factors in granting ground water license.				
Unable to obtain information on radioactive tracers.				
Unfairly ordered to abandon gas well.				
Requirement for right-of-way hearing; delay in scheduling hearing.				
Proposal regarding set-back area not addressed during hearing.				
Number of files for department: 5				
EXECUTIVE COUNCIL				
Government letterhead and secretarial services used for personal correspondence.		X		
Number of files for department: 1				
HUMAN RIGHTS COMMISSION				
Denied investigation of sexual harassment complaint.			X	X
Denied investigation of sexual harassment complaint.			X	X
Inadequate and unsatisfactory investigation; delay in receipt of written decision.			X	X
Discriminatory videotape used for human rights education.				
Improper comments of employee; unsatisfactory results of investigation.				
Refusal to investigate complaint.				
Improper investigation of discrimination complaint.				
Number of files for department: 7				
OCCUPATIONAL HEALTH AND SAFETY				
Unacceptable level of Benzene in the worplace.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORM.
Unfair decision regarding first aid instruction.				
Denied recovery costs for unnecessary testing in construction project.				
Number of files for department: 3				
PERSONNEL ADMINISTRATION OFFICE				
Senior employee denied dental and insurance benefits due to age.				
Termination of long term disability income maintenance benefits.				
Contentious issues not addressed during appeal hearing; reasons for decision not provided.				
Unfair hiring practices.				
Denied rules and procedures governing job competitions.				
Discriminatory hiring practices.				
Number of files for department: 6				
PROFESSIONS AND OCCUPATIONS BUREAU				
Unfair administration of examination to register with professional board.				
Unfair administration of examination to register with professional board.				
Poor administration of registration examination of professional board.				
Number of files for department: 3				
PUBLIC SAFETY SERVICES				
Denied financial relief for losses due to fire.				
Inadequate assistance for basement floor damaged as a result of flooding and sewer backup				
Department failed to answer concerns.				
Harassed by inspectors.				
Number of files for department: 4				
RESEARCH COUNCIL				
Not granted employment interview.				
Number of files for department: 1				
TREASURY BRANCHES				
Wrongfully charged for processing postdated cheques.				
Unfair job competition and treatment of employee.				
Funds retained in excess of security note amount; statement of account not received.				
Unfair discrimination by Branch Manager.				
Number of files for department: 4				
WORKERS' COMPENSATION BOARD				
Inadequate permanent disability pension.			X	X
Compensation benefits terminated; denial of academic upgrading.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMAT
Termination of compensation benefits.			X	X
Inadequate permanent disability pension.				
Delay in processing compensation claim.				
Denial of responsibility for ongoing back problems.				
Inadequate permanent partial disability pension.				
Delay in processing request for reinstatement of benefits.				
Denial of responsibility for spinal problems resulting in surgery.				
Denied opportunity to appeal decision to terminate benefits on an investigation basis.				
Inadequacy of pension and delay in processing.			X	X
Calculation of worker's earnings unfair to non-permanent workers.				
Denied reinstatement of compensation benefits.				
Termination of compensation benefits.				
Inadequate partial disability pension.				
Inadequate pension and termination of wage loss supplement.				
Improper calculation of lump sum payment.				
Inadequate permanent partial disability pension.				
Denied compensation benefits for 1987 injury.				
Denied reinstatement of compensation benefits.				
Inadequate permanent partial disability pension.				
Inadequate permanent partial disability pension.				
Denied reinstatement of compensation benefits.				
Denied reinstatement of compensation benefits.				
Denied permanent partial disability pension.				
Termination of compensation benefits and denial of pension.		X		
Inadequate permanent disability pension.				
Inadequate permanent disability pension.				
Inadequate permanent disability pension and collection of overpayment.				
Denied reinstatement of compensation, permanent pension and costs or re-training.				
Inadequate permanent disability pension.				
Premium assessment based on inaccurate criteria.				
Denied compensation benefits.			X	
Denied compensation benefits.				
Termination of compensation benefits.				
Denied compensation benefits.	—			
Inadequate permanent disability pension.				
Denied reinstatement of compensation benefits.				
Denied reinstatement of widows' pension.				
Refused assistance to pay off student loan.				
Inadequate permanent partial disability pension.				
Inaccurate rate used to calculate pension.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMA-
Termination of compensation benefits.				
Improper investigation of compensation claim.				
Denied compensation benefits.				
Inadequate permanent disability pension.			X	X
Termination of compensation benefits.				
Inadequate vocational rehabilitation assistance.				
Denied compensation benefits.				
Inadequate pension benefits; denied retroactive compensation benefits.				
Termination of compensation benefits.				
Inadequate disability pension; denied supplement to pension.			X	X
Inadequate permanent partial disability pension.				
Improper calculation of compensation entitlement.				
Unable to back-date coverage.				
Termination of compensation benefits.				
Decrease in disability pension when Canada Pension benefits increase.				
Termination of compensation benefits.			X	X
Denied widows' pension.				
Termination of compensation benefits.				
Termination of compensation benefits.				
Denied waiver of premium assessment for sub-contract labour.				
Inadequate permanent partial disability pension.				
Delay in processing appeal.				
Termination of compensation for therapy treatments.				
Undemocratic treatment.				
Denied compensation benefits.				
Compensation benefits terminated.				
Inadequate disability award; unfair calculation of wage loss supplement; denied re-employment assistance.				
Termination of compensation benefits; not afforded an appeal hearing.				
Denied compensation benefits.				
Insufficient permanent partial disability assessment.				
Improperly declared fit for employment.				
Termination of temporary total disability benefits; denied compensation for travel expenses and waterbed.				
Termination of full compensation benefits.				
Calculation of compensation rate ignored actual earnings.			X	X
Termination of compensation benefits; inaccurate calculation of disability pension.				
Termination of compensation benefits.				
Denied increased disability pension and retraining; breach of confidentiality.				
Denied additional compensation for disfigurement.				
Denied compensation benefits.				
Compensation benefits delayed until UIC benefits terminate; denied re-employment assistance.				

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMATION
Delay in decision concerning vocational rehabilitation assistance.				
Unfair termination of employment.				
Denied opportunity to be heard during claim review.			X	X
Required to submit unnecessary medical reports.				
Delay in review; inadequate compensation benefits.				
Incomplete file provided to Claims Services Review Committee.				
Compensation benefits paid under fraudulent circumstances.				
Denied compensation benefits.				
Denied compensation benefits.				
Benefits discontinued; inadequate assessment of disability.				
Delay in processing compensation claim.		X		
Denied compensation benefits.				
Disallowed compensation claim.				
Lump sum payment denied.				
Termination of compensation benefits; denied permanent partial disability award.				
Wage loss supplement based on potential earnings instead of actual.			X	X
Inadequate permanent partial disability award.				
Deliberate delay in processing appeal.				
Refused benefits.				
Denied benefits.				
Decision delayed.				
Denied compensation benefits.				
Employer permitted to delay claim.				
Request for assistance in resolving dispute of claim.				
Denied permanent disability award.				
Delay in processing compensation claim.				
Invalid decision because of conflicting information.				
Denied compensation for lost wages.				
Denied compensation benefits.				
No response to correspondence.				
Delay in processing compensation claim.				
Delay in receipt of compensation benefits due to lost files.				
No response to correspondence.				
Denied further compensation benefits.				
Denied compensation benefits.				
Delay in receiving compensation benefits.				
Required to pay unfair employer's assessment.				
Suspension of compensation pension.				
Denied compensation benefits.				
Denied compensation benefits.				

ARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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Complaint	*Status at Year End*	DISCONTINUED BY COMPLAINANT	DISCONTINUED BY OMBUDSMAN	ON RECEIPT OF ADDITIONAL INFORMATION
Delay in reaching appeal decision.				
Inadequate permanent partial disability assessment; threatened termination of assistance if appeal pursued.				
Denied permanent partial disability award.				
Inadequate compensation benefits.				
Delay by adjudicator in processing appeal.				
Denied foster parent pension or child care allowance.				
Denied continuation of earnings loss supplement; denied permanent partial disability award.				
Delay in appeal decision.				
Compensation claim unfairly assessed on no time loss.				
Partial responsibility for permanent partial disability denied.				
Delay of Review Committee decision.				
Denied compensation benefits.				
Inadequate permanent partial disability pension.				
Denied total temporary disability benefits; denied permanent partial disability pension.				
Inadequate permanent partial disability pension; denied earnings loss supplement.				
Inadequate disability pension.				
Inadequate permanent partial disability assessment.				
Reference letter not provided for federal retraining program.				
Denied waiver of premium assessment for sub-contracted labour.				
Denied advance on disability pension.				
Inadequate permanent partial disability award; denied lump sum settlement; required to pay interest on advance.				
Inadequate permanent partial disability award.				
Denied assistance for transportation.				
Denied compensation benefits.				
Inadequate compensation benefits.				
Termination of compensation benefits.				
Value of lump sum settlement not clearly explained; denied compensation for hearing loss.				
Compensation terminated prematurely.				
Unfair treatment from adjudicator; delay in handling appeal.				
Delay in reaching a decision on compensation claim.				
Request for lump sum payment of disability pension; inadequate assessment of disability.				

Number of files for department: 153

DEPARTMENT RECTIFIED WHEN NOTIFIED	NO ADMINISTRATIVE ERROR	ADMINISTRATIVE ERROR	ERROR CORRECTED	IN THIS CASE	IN POLICY OR PROCEDURE	RECOMMENDATION MADE FOR CHANGE	FORMAL RECOMMENDATION TO MINISTER	ASSISTANCE PROVIDED	NO REMEDY AVAILABLE	REFERRED TO APPROPRIATE AUTHORITY/APPEAL	RESOLVED INFORMALLY	NO AUTHORITY TO INVESTIGATE	INVESTIGATION DECLINED	UNDER INVESTIGATION	FURTHER INQUIRIES TO BE MADE	ACTION PENDING
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EXCERPTS FROM THE OMBUDSMAN ACT

The excerpts that follow describe the functions and duties of the Ombudsman, the types of complaints he will investigate and those he will not, and the essence of the procedure that takes place once the Ombudsman has accepted a complaint for investigation.

Functions and duties

11(1) It is the function and duty of the Ombudsman to investigate any decision or recommendation made, including any recommendation made to a Minister, or any act done or omitted, relating to a matter of administration and affecting any person or body of persons in his or its personal capacity, in or by any department or agency, or by any officer, employee or member thereof in the exercise of any power or function conferred on him by any enactment.

(2) The Ombudsman may make an investigation either on a complaint made to him by any person or of his own motion, and he may commence an investigation notwithstanding that the complaint may not on its face be against a decision, recommendation, act or omission as mentioned in subsection (1).

(3) The powers and duties conferred on the Ombudsman by this Act may be exercised and performed notwithstanding any provision in any Act to the effect

(a) that any decision, recommendation, act or omission mentioned in subsection (1) is final.

(b) that no appeal lies in respect thereof, or

(c) that no proceeding or decision of the person or organization whose decision, recommendation, act or omission it is shall be challenged, reviewed, quashed or called in question.

Jurisdiction restricted

12(1) Nothing in this Act authorizes the Ombudsman to investigate

(a) any decision, recommendation, act or omission in respect of which there is under any Act a right of appeal or objection or a right to apply for a review on the merits of the case to any court or to any tribunal constituted by or under any Act until after that right of appeal or objection or application has been exercised in the particular case or until after the time prescribed for the exercise of that right has expired,

(b) any decision, recommendation, act or omission of any person acting as a solicitor for the Crown or acting as counsel for the Crown in relation to any proceedings, or

(c) any decision, recommendation, act or omission of the Mental Health Patient Advocate or an employee of the Mental Health Patient Advocate appointed or employed under the *Mental Health Act*.

(2) If any question arises as to whether the Ombudsman has jurisdiction to investigate any case or class of cases under this Act, he may, if he thinks fit, apply to the Court of Queen's Bench for a declaratory order determining the question.

Refusal to investigate

14(1) If in the course of the investigation of any complaint it appears to the Ombudsman

(a) that under the law or existing administrative practice there is an adequate remedy, other than the right to petition the Legislature, for the complainant, whether or not he has availed himself of it, or

(b) that, having regard to all the circumstances of the case, any further investigation is unnecessary,

he may in his discretion refuse to investigate the matter further.

(2) The Ombudsman may, in his discretion, refuse to investigate or cease to investigate any complaint

(a) if it relates to any decision, recommendation, act or omission of which the complainant has had knowledge for more than 12 months before the complaint is received by the Ombudsman, or

(b) if in his opinion,

(i) the subject matter of the complaint is trivial,

(ii) the complaint is frivolous or vexatious or is not made in good faith, or

(iii) the complainant has not a sufficient personal interest in the subject matter of the complaint.

Conduct at investigation

16(1) Every investigation by the Ombudsman under this Act shall be conducted in private.

(2) The Ombudsman may hear or obtain information from any persons he thinks fit and he may make inquiries he thinks fit.

Evidence at investigation

17(1) Subject to this section and section 18, the Ombudsman may require any person who, in his opinion, is able to give any information relating to any matter being investigated by him

(a) to furnish the information to him, and

(b) to produce any document, paper or thing that in his opinion relates to the matter being investigated and that may be in the possession or under the control of that person,

whether or not that person is an officer, employee or member of a department or agency and whether or not the document, paper or thing is in the custody or under the control of a department or agency.

Procedure after investigation

20(1) This section applies when, after making an investigation under this Act, the Ombudsman is of the opinion that the decision, recommendation, act or omission that was the subject matter of the investigation

(a) appears to have been contrary to law,

(b) was unreasonable, unjust, oppressive or improperly disciminatory or was in accordance with a rule of law, a provision of any Act or a practice that is or may be unreasonable, unjust, oppressive or improperly discriminatory,

(c) was based wholly or partly on a mistake of law or fact, or

(d) was wrong.

(2) This section also applies when the Ombudsman is of the opinion

(a) that in the making of the decision or recommendation, or in the doing or omission of the act, a discretionary power has been exercised

(i) for an improper purpose,

(ii) on irrelevant grounds, or

(iii) on the taking into account of irrelevant considerations,

or

(b) that, in the case of a decision made in the exercise of a discretionary power, reasons should have been given for the decision.

(3) If, when this section applies, the Ombudsman is of the opinion

(a) that the matter should be referred to the appropriate authority for further consideration,

(b) that the omission should be rectified,

(c) that the decision should be cancelled or varied,

(d) that any practice on which the decision, recommendation, act or omission was based should be altered,

(e) that any law on which the decision, recommendation, act or omission was based should be reconsidered,

(f) that reasons should have been given for the decision, or

(g) that any other steps should be taken,

the Ombudsman shall report his opinion and his reasons for it to the appropriate Minister and to the department or agency concerned, and may make any recommendations he thinks fit and in that case he may request the department or agency to notify him within a specified time of the steps, if any, that it proposes to take to give effect to his recommendations.

(4) If within a reasonable time after the report is made no action is taken which seems to the Ombudsman to be adequate and appropriate, the Ombudsman, in his discretion after considering the comments, if any, made by or on behalf of the department or agency affected, may send a copy of the report and recommendations to the Lieutenant Governor in Council and may thereafter make any report to the Legislature on the matter that he thinks fit.

(5) The Ombudsman shall attach to every report sent or made under subsection (4) a copy of any comments made by or on behalf of the department or agency concerned.

Results of investigation to complainant

21(1) If the Ombudsman makes a recommendation under section 20(3) and no action that seems to the Ombudsman to be adequate and appropriate is taken on the recommendation within a reasonable time, the Ombudsman shall inform the complainant of his recommendation and make whatever comments on the matter he thinks fit.

(2) The Ombudsman shall in any case inform the complainant, in the manner and at the time he thinks proper, of the result of the investigation.

Annual report

27(1) The Ombudsman shall in each year make a report to the Legislature on the exercise of his functions under this Act.

(2) The Ombudsman may, from time to time, in the public interest or in the interests of any person or department or agency publish reports relating

(a) generally to the exercise of his functions under this Act, or

(b) to any particular case investigated by him,

whether or not the matters to be dealt with in any such report have been the subject of a report to the Legislature.

(3) The Ombudsman shall not, in a report made under this section, express any opinion or make any comment that is adverse to

(a) any department or any officer or employee of a department,

(b) any agency or any member or employee of an agency, or

(c) any other person or group of persons,

unless prior to making the report to the Legislature or publishing the report pursuant to subsection (2), as the case may be, the Ombudsman has given that department, agency, officer, member, employee, person or group of persons an opportunity to know the nature of the opinion or comment and to make representations to him in respect of it either personally or by counsel.

Offences and penalties

30 Any person who,

(a) without lawful justification or excuse, wilfully obstructs, hinders or resists the Ombudsman or any other person in the exercise of his powers under this Act,

(b) without lawful justification or excuse, refuses or wilfully fails to comply with any lawful requirement of the Ombudsman or any other person under this Act, or

(c) wilfully makes a false statement to or misleads or attempts to mislead the Ombudsman or any other person in the exercise of his powers under this Act,

is guilty of an offence and is liable to a fine of not more than $1000 and in default of payment to imprisonment for a term not exceeding 3 months.